

My family has been customers of T-Mobile for almost a decade in fact in December of this year we will have hit 10 years with same cell phone company. I honestly believe that very few people can make such a claim. I might, also add that it has been a very happy 10 years with the same company.

T-Mobile has always been then the smallest of all the major national carriers. Because of that weakness in an effort to attract new customers for growth they worked on improving the many aspects of cell phone companies that people dislike the most. As a result they have always had the best customer service, lower pricing, innovative cell phone plans and innovative cell phones.

When it comes to customer service, T-Mobile has always been the leader in satisfied customers. We have never had an issue that could not be solved with a simple phone call. No matter how complex the issue whether it is technical support of a problematic phone or a billing error. Any problem we have had has always been solved with a single phone call. I do have some fears that the kind of customer service we get with T-Mobile will be gone once AT&T take over the customer service.

T-Mobile is the only US carrier to offer un-subsided cell phone plans. As soon as T-Mobile announced these plans, my family immediately switched over to these new plans. The last 2 phones that we have purchased were unlocked phones purchased directly from their manufacturers Sony Ericsson and Nokia. The reason we did this is because of our dislike of the phones that were offered by T-Mobile at the time. The phone purchased from Nokia was an E72 it purchased because of a lack of amazing smartphone from T-Mobile and the fact I was one random shutdown away from running over my Blackberry. Once T-Mobile offered the un-subsided cell phone plans my mind was made up. I would never purchase a cell phone from a carrier again. These plans made it financially reasonable to purchase an unlocked phone. Although I will not be able to upgrade as often, I rather keep a phone I like for 3 or 4 years than get a new phone every 23 months that I can barely tolerate.

I great dislike the idea of AT&T operating the only nationwide GSM network. I love the fact I can pick any cell phone I want from different handset makers install my SIM card and it will just work. One of my concerns is that AT&T will be operating the only nationwide GSM network for an extended period of time. Even with Verizon Wireless switching over to GSM, I worry that Verizon may not build out their LTE network (let alone have working voice service over LTE) fast enough to compete at a nationwide level against AT&T. I would feel much better if there were two national GSM carriers before the time AT&T starts to force customers without contracts (like myself, I am on the Even More Plus tier) to new agreements with them.

I also am very concerned that once AT&T takes over that they will not offer un-subsided cell phones plans. Even if they do offer the plans I would also be concerned that would not have terms (pricing, usage limits, etc.) that are favorable to the consumer. With the un-subsided T-

Mobile plans, I pay less per month compared to my old plan and get more minutes as well as unlimited messaging. If AT&T were to offer un-subsided plans I would only switch to them if I were to save at least \$250 over 2 years compared to a subsidized plan. Since I own a smartphone I am concerned that data prices will increase with AT&T. T-Mobile has typically had lower prices for data service compared to other major carriers. Currently AT&T charges 50% more for 200 MBs of data service even though T-Mobile has faster data speeds when compared to AT&T.

Another factor that does not affect me personally but concerns me as a customer is how open AT&T is to new and unproven products. T-Mobile was the first carrier to adopt an Android based cellphone. They took that chance with Android, its growth, popularity and adoption has seems to be growing at a ludicrously fast speed. And now T-Mobile is dominating compared to other carriers with the number of Android based phones they offer and they are always more and more options. However AT&T has the worst track record of any of the national carriers when it comes to Android adoption. After T-Mobile saw huge success with the G1 (the first Android based phone) Sprint and Verizon Wireless were tripping over themselves to get an Android phone. But, AT&T on the other hand came in dead last, 20 months after T-Mobile released the G1 they finally released their first Android based phone. Being that late into the game is just inexcusable and truthfully among the Android community AT&T has the worst reputation when it comes to Android based phones.

Personally, that fact does not bode well with me at all. There is a very good chance that AT&T will become the only major buyer of GSM phone in the US. Which means depending on what they want (one goal is to protect their network) the innovation of phones could slow down quite a bit. Currently handset makers are in a position that they have never been in before. In the past a handset maker could expect for a smartphone to remain current or up to date on the market for at least 18 months, now they are lucky to get 9 months. Because of the rise in smartphones which the Android OS played a huge part in, new phones with new features are expected at least once a year. While this is great for consumers since they get more choice, this is bad for the carriers because people will be demanding more from their networks. And frankly we can assume that AT&T first goal will be to protect their network. The entire iPhone fiasco, the crippling of AT&T's network and incalculable damage to AT&T reputation will undeniable ensure that their first priority will be to protect their network. And frankly, if this merger gets approved they will be in put into a position where if they choose to do something to curtail innovation they have the potential to be extremely effective.

I am not dead set against the merger; I think that if AT&T wants to go through with the merger many concessions have to be made. I would prefer that it not go through to preserve the many changes that have occurred in the cell phone markets and to make sure that such changes continue to occur. Unfortunately, I fear that Deutsche Telekom may have other, worse plans if they are highly motivation to leave the US market. The only options I have are to let my concerns be known and to hope that the FCC as well as Julius Genachowski comes to a reasonable decision that will not negatively affect consumers.